

Terms & Conditions of Warranty

In the warranty statement below, “**HARVARD**” is Harvard Power Systems Limited.

The “**WARRANTY**” is a premium warranty period of five (5) years from the original date of purchase of the Harvard product and an “**EXTENDED WARRANTY**” is the extended warranty period, being a period of additional warranty years commencing on the expiry of the **WARRANTY**.

Any rights given under this warranty are not transferable.

HARVARD will not be liable for any loss, damage, cost or expense incurred as a result of the installation or removal of any failed HARVARD product or any failure caused by a product for which HARVARD is not responsible.

If HARVARD is unable to replace any defective HARVARD product under the warranty it will use reasonable endeavours to provide an alternative of similar specification and quality. Replacement products provided under the warranty will be warranted on the same terms and for the remainder of the applicable warranty period.

The **WARRANTY** guarantees that HARVARD products are free from defects in materials or workmanship under normal usage and in-line with the product specification during the **WARRANTY**. Within the **WARRANTY**, HARVARD will at its discretion replace any returned product that HARVARD deems to be defective as a result of a material or manufacturing fault.

HARVARD will not be in any way liable under the **WARRANTY** in respect of any HARVARD product that:

- 1) was not originally installed by a qualified electrician and in accordance with;
 - (a) the installation instruction supplied with, or printed on, the HARVARD product or published on the HARVARD website
 - (b) relevant local wiring regulations
- 2) was not installed in suitable environmental conditions (including but not limited to ambient temperature and moisture level) in-line with the product specification
- 3) has been altered or modified in any way by third parties not authorised by HARVARD
- 4) has been subject to misuse
(including but not limited to incorrect operation by the user or connection to or operation with an unsuitable power supply)
- 5) has been previously repaired by a person other than an authorised representative of HARVARD
- 6) is considered defective due to a non-HARVARD product fault

The **WARRANTY** will only be valid if the date of purchase is confirmed by an official invoice issued at the time of purchase.

An **EXTENDED WARRANTY** may apply to selected products only and where the customer has fully completed and returned a HARVARD **EXTENDED WARRANTY** registration form and does not exceed pre-agreed operating hours and does not exceed pre-agreed Max. ta. Term of **EXTENDED WARRANTY** agreed on a case by case basis for a period up to an additional 5 years, commencing on the expiry of the **WARRANTY**.

Making a claim:

In order to make a claim under either the **WARRANTY** or **EXTENDED WARRANTY**, please contact HARVARD in the first instance and within 5 working days of first experiencing any issue via email to sales@harvardps.com for initiating the HARVARD RMA process. RMA process will include gathering all required information regarding the claim, including your Invoice or Proof of Purchase and other relevant paperwork; and **EXTENDED WARRANTY** registration number if applicable.

Upon authorisation, arrangements must be made to return the product together with any other requested items or documentation to HARVARD. All carriage and return charges are the responsibility of the customer and are not covered by the **WARRANTY** or **EXTENDED WARRANTY**.

HARVARD product returns should be appropriately packaged to prevent damage during transit and any return of HARVARD product is done at the sole risk of the customer and HARVARD will not be liable for any damages or losses sustained during transit.

